



# JEFFCOM 911

## Directors Report

December 13, 2022

### Our Mission:

*Our mission is to provide excellence in public safety dispatch services to the citizens of Jefferson County Washington. Our highest values are on the safety of our citizens and responders, superior teamwork, and personal integrity. Through organization, accountability, and responsibility we will maintain our enhanced quality of life in Jefferson County.*



### ❖ Projects:

- Viper upgrade: COMPETED. Go live was December 8, 2022 at 1200.
- Supervisor Position: Marlo Erwick was promoted to Supervisor.
- Audio recorder: Upgrading the exiting Stancil audio recorder. Will be looking to schedule the refresh for this in early 2023.
- Dispatch on Demand Program: No further discussion has been initiated.
- Development of Workgroups for the following: Warrant Clerk MOU's; Jeffcom 911 ILA; Port of Port Townsend contract and SOP
- 2/10<sup>th</sup> of 1% proposal for 2023: Will attempt to move this forward but looking for assistance on the process and procedure.
- Radio Console Upgrade: Pencom is actively looking at new radio consoles. To increase interoperability, they have asked Jeffcom to be involved in the evaluation process. I don't believe this will be a 2023 project for Jeffcom.
- Asset Inventory: Continue to work on asset inventory. Need to source an e-waste company to remove previously surplus items.
- Moving from NTN testing to CritiCall: Attended a meeting with many local PSAPs. Overwhelming support of CritiCall. We have entered into a contract with CritiCall and starting the kick-off.
- Jeep Grand Cherokee: Need to get the vehicle detailed and listed on the state auction site.

### ❖ Budgetary Items:

- Radio Console Upgrade: Will research and work on budgetary numbers 2023.
- No further updates on Union negotiations.
- Recruiting for dispatch positions: Missy Swift has resigned her full-time position. Hoping to retain her part-time. Sara Gearhart has accepted employment and has already started training. Two candidates have tested and have moved to backgrounds. Looking for options to market Jeffcom better.
- Pub Ed is trying to attend as many events as possible. Marlo may need to hand some of these duties to another team member. Looking at options.
- OT remains high.
- GIS position: Alex continues to assist us through the GIS hurdles. He has been a huge asset in mapping and continues to work with us on newly required GIS requirements.
- Finance working group: Would like to get this back on track.

- ❖ Health, Safety and Quality of Life:
  - Work will begin later this year on an Employee Recognition program. It has been brought up on multiple occasions that the dispatchers would like to have some sort of program in place where they can recognize each other and those that they work with. More to come on this.
  
- ❖ External Relationships:
  - Life Flight and Airlift NW: No updates.
  - User Group meetings: No user group meeting was held this month. I am looking to schedule one in January 2023.
  - Port of Port Townsend: submitted some adjusted language to their SOP and would like to have these documents reevaluated by the workgroup. Hoping to wrap this up in December or January so we can start servicing the Port with radio and paging services.
  
- ❖ Additional Items:
  - The strategic plan that I am currently working on has the following items:
    - A) Review of contracts to ensure accuracy and necessity.
    - B) Costs and timelines for upgrade to: Stencil recording system, radio consoles and shelter at the Coyle tower site.
    - C) Filling of 5 vacant dispatch positions.
    - D) Potentially recreating and filling additional Supervisor position
    - E) Conducting a full asset inventory of all Jeffcom equipment
    - F) Creation of proposal for 2/10<sup>th</sup> of 1% tax increase to help fund not only increases in wages, but the radio replacement/upgrade.

### Jeffcom 911 Data: November 2022

Fire/EMS calls by agency			Jeffcom Call Pick-up Time (sec)	
Agency	# of Calls (2022)		Pick-up Time	# of calls(2022)
EJFR	450		0	607
Quilcene	57		1-10(sec)	3091
Port Ludlow	102		10-20(sec)	41
Brinnon	49		20-30(sec)	3
Discovery Bay	12		30-40(sec)	1
			40+(sec)	0
<b>Total</b>	<b>670</b>		<b>Total</b>	<b>3743</b>

### Law Enforcement calls by agency

Agency	# of Calls (2022)	
JCSO	944	
PTPD	559	
Total	1503	